



Flat Rock

Restoring Hope. Transforming Lives. Living Faith.

Donor Engagement Specialist

Full-Time or Part-Time

Flat Rock, OH or Remote Location in Northern Ohio

Flat Rock Homes

Restoring Hope. Transforming Lives. Living Faith.

The Mission: The mission of Flat Rock Homes is to provide outstanding services which transform lives of persons with intellectual and developmental disabilities, their families, and persons with critical needs through a dedication to caring and excellence that demonstrates Christian values.

Mission

Is there really a way to *restore hope and transform lives while living our faith*? Would it stir your spirit, excite your imagination and engage your creativity to know that Flat Rock Homes is committed to demonstrating, and then sharing with other organizations across the country and around the world, a transformational model of care that provides excellent services and supports to individuals with intellectual and developmental disabilities and their families? Not just housing but restored health, rested souls and transformed lives. Experiencing the love of Jesus Christ through the talented professional staff and volunteers at Flat Rock Homes, residents are guided toward personalized success outcomes, utilizing customizable tools and services that address varied individual needs and circumstances.

Flat Rock Homes becomes a bridge to community life with dignity and a new set of tools to create a future of hope and possibility. Driven by compassion in Jesus' name and informed by a continuous improvement approach based on best practices, Flat Rock Homes is one of northern Ohio's most innovative providers of services to children and adults with disabilities. Established in 1866 to care for orphans after the Civil War, Flat Rock Homes has evolved to be one of the state's leading providers of health care, residential services and skill development for individuals with intellectual and developmental disabilities. Through strategic community partnerships, Flat Rock Homes provides health care, residential services and housing, education, skill development, vocational training and employment services to more than 75 children and adults daily. Flat Rock Homes aims to serve individuals with disabilities and their families, including those living independently or with their families within our local community.



Leadership

Karen Kilgo has served as the President and Chief Executive Officer of Flat Rock Homes, Care Center and Community Services since June 1, 2016.

Before coming to Flat Rock, Karen served 23 years in executive management positions, including 17 years working in mission-driven, nonprofit ministries in the Atlanta, Georgia metropolitan area. Before coming to Flat Rock, she most recently served as Chief Human Capital Officer at Atlanta Mission, which provides emergency and temporary shelter, recovery programming, job attainment services and transitional housing for more than 1,000 homeless men, women and children daily.

Karen has managed multi-million dollar budgets and led large staffs of employees and volunteers. She was the Founder and Chief Executive Officer of Karen Kilgo and Associates, a business and consulting management firm and spent 13 years as a senior leader of Christian City, a non-profit ministry in Union City, Georgia that includes group homes, foster care programs and transitional living for children, as well as behavioral/mental health counseling, skilled nursing and assisted/senior living communities.

While in Georgia, Karen was active in the lay leadership of McDonough First United Methodist Church, where she taught adult Sunday school, chaired the Missions Committee, was a member of the church's Administrative Council and served in the church's food ministries. She was active in the United Methodist Women at the church and in the North Georgia Conference level. Today, she is member of Norwalk First United Methodist Church in the East Ohio Conference where she serves on the Finance Committee. She served as the delegate for the health and welfare ministries to the East Ohio Annual Conference in 2017 and served as a lay delegate-at-large for the Firelands District in 2018. In 2018, Karen became a Certified Lay Servant Minister, serving in the Firelands District. She is active in the Naomi-Ruth Circle of the United Methodist Women. In 2018, she had the privilege to attend the United Methodist Women's Assembly in Columbus, Ohio.

Karen has been certified by the Society for Human Resource Management as a Senior Certified Professional (SHRM-SCP) and by the Human Resources Certification Institute as a Senior Professional in Human Resources (SPHR). She earned a Bachelor of the Arts degree in Sociology from Berry College in Mount Berry, Georgia and a Master of Science degree in Education/Human Resources Development from Georgia State University in Atlanta, Georgia.

Programs

Flat Rock Homes is a shining light of Christ's love in northern Ohio, specifically for children and adults with intellectual and developmental disabilities and their families. Through successful resource development (approximately \$439K per year), in-kind giving, revenue provided through Medicaid program and the Medicaid waiver program (combined budget of \$9M+/year) and capital funding, Flat Rock Homes serves more than 75 children and adults in our intermediate care facility, 11 community group homes, Adult Day Support program, Vocational Training and Employment Services programs, and non-medical transportation.

High-profile supporters like First National Bank, Bellevue Hospital, the Alpha Group, The Tiffin Community Foundation, the Schlink Foundation, the Fred A. Lennon Charitable Trust, the Sisters of the Precious Blood, the East Ohio Conference of the United Methodist Church and many others have recognized and embraced the innovation taking place through Flat Rock Homes.



In 2016, Kimberly Douglas and Firefly Facilitation, a well-known strategic planning and change consulting firm in Atlanta worked with Flat Rock's joint Boards of Directors and the senior leadership team to develop an exciting three-year strategic plan and annual action plan. These plans are allowing Flat Rock Homes to use personalized methods to bring about dramatic changes in the lives of those Flat Rock Homes serves.

Flat Rock Homes is launching new programs and expanding/improving existing programs, including our Vocational and Employment Services programs; expanded Adult Day program; new models of care delivery; and the creation of jobs within the community for individuals with intellectual and developmental disabilities.



Because the challenges of our residents are unique and complex, Flat Rock Homes provides a variety of services designed to meet the needs of the children and adults that they serve. Flat Rock's ministry centers include: Flat Rock Care Center located in Flat Rock, OH (intermediate care facility providing for the needs of 34 children and adults); Flat Rock Community Services located in Seneca, Erie and Lorain Counties in northern Ohio (11 community homes for 39 adults); Adult Advantages in Bellevue, OH (Adult Day Support, Community Integration, Vocational Training and Employment Services programs for 34 adults); and Flat Rock Community Services' Community Integration, Vocational

Training and Employment Services programs based in Flat Rock, OH, and serving Seneca, Erie, Sandusky, Huron, Lorain, Richland, Crawford, Wyandot and Morrow Counties.

Flat Rock Care Center provides a warm, safe and loving home for children and adults with more challenging intellectual and developmental disabilities. Many of Flat Rock's Care Center residents also have physical, emotional and psychiatric diagnoses and severe aggressive behavioral disorders. In addition, many of Flat Rock's residents are non-verbal and require staff ratios as low as one-to-one for 24/7 care.

Serving 34 children and adults in our intermediate care facility daily, our direct support professionals work with our residents providing assistance with activities of daily living (i.e. dressing, grooming, hygiene, meals, etc.) as well as providing a fun and safe environment for all to learn, grow and achieve their unique, God-given potential. With Christ as their example, the team ministers to every one individually. Our direct support staff members clean the homes, wash the laundry, serve the residents hot, nutritious meals and create a comfortable, restful and home environment.

Individuals may choose to live in one of **Flat Rock Community Services'** 10 homes in the community. These homes offer long-term supports for residents with intellectual and developmental disabilities to live independently within a neighborhood setting. Flat Rock Community Services supports 33 adults living in 10 community homes located in Seneca, Erie and Lorain Counties in northern Ohio.

Adult Advantages, Flat Rock Community Services' Adult Day Support program provides men and women with a much needed opportunity for activities, community integration and pre-vocational training. This program assists residents and individuals from the local community to develop vocational, life and social skills.



In March 2017, Flat Rock Community Services began offering Vocational Training and Employment Services Programs, including job coaching, resume/application preparation, transportation and other supportive programming. This new programming—funded in part by Ohio’s Opportunities for Ohioans with Disabilities program and/or the Medicaid waiver program as well as from our generous donors—are a part of Ohio’s Employment First initiative that creates opportunities for individuals with disabilities to work and volunteer in their local communities in jobs that offer a competitive wage of minimum wage or higher (unlike sheltered workshop programs). Flat Rock’s innovative program is the only program in the state of Ohio employing residents of an intermediate care facility (ICF) in community-based jobs at minimum wage or better (instead of sheltered workshops that pay a few cents to a few dollars per hour).



Position Overview

The Donor Engagement Specialist for Flat Rock Homes is a critical member of the ministry's Development Team, led by Karen Kilgo, President/CEO. He/she will serve as Flat Rock Homes' brand ambassador to an assigned portfolio of donors. He/she will specifically ensure that all donors feel a deep sense of our gratitude and remain engaged with our mission, vision and strategic direction. This position will have a key role in generating continuing engagement by donors in this life-changing cause, growing and developing long-term, effective relationship with donors. He/she will cultivate a deep understanding among our donors of the needs of the individuals that we serve and boldly challenge them to respond sacrificially with their resources.

Office space will be provided at our Administrative Offices in Flat Rock, OH, or this job may be performed remotely from the Northern Ohio area. Regular travel to visit donors, mostly in Northeastern Ohio will be required.

While it would be ideal to hire a full-time Donor Engagement Specialist, we are happy to consider part-time employment for the right candidate.

The Donor Engagement Specialist reports to Karen Kilgo, President/CEO.

Responsibilities

The Donor Engagement Specialist will hold the following responsibilities:

- **Strategies:** Using data analysis to guide our strategies, designs, develops, evaluates, improves and implements new and evolving strategies to build greater levels of engagement and support from existing and lapsed donors. Specifically, develops and implements Flat Rock's gratitude plan, showing our appreciation to donors. Steadily builds upon prior year fundraising and engagement performance and increasing year-over-year donations. Builds upon organizational strategic plan to develop tactical plans for the donor engagement function.
- **Grow Giving:** In coordination with the Development team, grows total giving to meet mutually-agreed goals. Specifically, seeks to grow giving among existing and lapsed donors. Leverages bench strength of the Board, the Board's Outreach Strategic Work Group and other key contacts in engaging existing and lapsed donors. Building upon success, meets and exceeds giving and engagement goals in subsequent years. Develops long-term relationships through personal interactions with donors and lapsed donors. Connects donor interests with Flat Rock Homes' ministry. Utilizes the moves management process, recommending and implementing a cultivation goal, strategy and time table for each account and qualified prospect;
- **Event Management:** Working with our Events Coordinator and Development Team, plans special events designed to show gratitude to donors and to build engagement with current and lapsed donors.
- **Marketing and Awareness:** Among donors and lapsed donors, raises awareness about the needs of the individuals we serve while challenging involvement/greater involvement/effectiveness on behalf of Flat Rock residents. Develops key relationships with donors. With input from the President/CEO, develops key messaging to these donors and lapsed donors as part of the overall Marketing function. Works collaboratively with the Marketing Assistant to design, develop and implement all targeted marketing to donors performed by the Development team. Seeks out opportunities to visit with donors and lapsed donors. Whether in-person, on the phone or through the use of technology, tells Flat Rock's story within these opportunities in a compelling way and offering a specific "call to action".
- **Support:** Provides assistance and support to the President/CEO in the following areas:
 - Creating opportunities for the President/CEO to engage with donors and lapsed donors;

- Providing back-up support to President/CEO's development activities;
- **Other:**
 - Works collaboratively with team members when assigned to work as part of a team;
 - Documents activity plans and results;
 - Establishes a financial forecast for donations and works to achieve financial goals;
 - Includes churches and donors as appropriate in visits, tours, meetings and special events;
 - Other duties as assigned.

Desired Candidate Attributes

- A passion for communicating the stories of families and individuals whose lives as been transformed through the love of Christ and the work of Flat Rock Homes. A fierce desire to be a part of and contribute to a Christ-centered, faith-based culture;
- Commitment to serve and interact with Flat Rock Homes' residents, families and guests with compassion, grace, mercy, dignity and respect;
- The ability to initiate and build new relationships with donors;
- Established professional image;
- Basic knowledge of methods, practices and procedures for nonprofit fundraising;
- Ability to communicate with clarity;
- High emotional and organizational intelligence;
- Known for integrity, honesty and credibility – willing to “walk the walk”;
- Well organized, diligent and reliable in following through on commitments;
- Able to thrive in a fast-paced environment where multitasking is constant;
- Proven ability to be a self-starter and to work independently in a remote environment;
- Heart to serve and a head for strategy and innovation;
- Regular travel throughout Ohio will be required for donor visits and meetings. If working remotely, occasional travel to Flat Rock, OH, will be required. Remote connections with staff working in Flat Rock and other locations will be required. Must have reliable internet service and the ability to use technology to work remotely;
- Bachelor's degree is preferred. Relevant work experience will be considered in lieu of a degree;
- Must have 2+ years of demonstrated experience/track record of success in donor engagement and/or fundraising experience preferred;
- Must have experience using fundraising software and data analytics to guide strategy development. Blackbaud's Raiser's Edge experience will be strongly preferred.
- Marketing, public relations and media relations experience is a plus;
- Must have a strong understanding of and unique abilities to raise funds and engage churches (particularly in a rural setting);
- Must have the ability to work a flexible schedule, including nights and weekends, to accommodate donors' schedules.
- A strong understanding of ministry organizations and the United Methodist Church are required. Membership in a United Methodist Church within the East Ohio Conference—while not required—will be extremely helpful.

To learn more about Flat Rock Homes, please visit our [website](#). Remember to like us on [Facebook](#) or follow us on [Twitter](#).

To learn more about working at Flat Rock Homes, please watch "[Why We Love Working at Flat Rock Homes](#)" now playing on YouTube.

For more information, or to apply for this position,

If after reading this Opportunity Profile you sense that your God-given talents/gifts and experience are a good match for this position and Flat Rock Homes, we invite you to begin the inquiry process. All candidate information and conversations are handled confidentially.

In order to help us get a more complete picture of you and your interest in this position, provide us with the following preferably in one Microsoft Word (.doc or .docx) document:

1. A thoughtfully prepared cover letter, including answers to the following questions:
 - a. What is it about this position with Flat Rock Homes that attracts you?
 - b. Flat Rock Homes' mission statement is "...to provide outstanding services which transform the lives of persons with intellectual and developmental disabilities, their families and persons with critical needs through a dedication of caring and excellence that demonstrates Christian values." What is your response to this mission? How would you see yourself and your work fitting into this mission statement?
2. A professional resume covering your work experience and educational credentials;

Please do not be overly concerned with brevity in assembling this package of materials. While we don't want to read volumes, we do want you to take the time to share enough meaningful information to allow us to get to know you and why you would make a strong Donor Engagement Specialist for Flat Rock Homes.

Submit this to:
Tami Cummings, Director – Human Resources
TCummings@FlatRockHomes.org

In the subject line, please type: Donor Engagement Specialist

